

CITY OF NEWTON, MASSACHUSETTS

PURCHASING DEPARTMENT

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August 12, 2011

**ADDENDUM #2**

INVITATION FOR BID #12-06

**NPS – COMPUTER HARDWARE MAINTENANCE FOR LABOR & PARTS**

THIS ADDENDUM IS TO: **Answer the following Questions:**

Q1. With the lapse of a contract for the months of July and August, 2011, how will any units from summer school, administration and loaned units to teachers which need service be handled? Will all such units be based on the Time and Materials section, as the failures or service needs occurred outside the contract period? Please be specific as to the hourly rate one can charge and the percentage markup on parts needed, as these are not governed by the contract bid prices.

**A1. This contract will be in effect once fully executed. At that time, all computers in both Category A and Category B and all printers in Category C will be covered under this contract and repairs will be made as needed. There will not be any hourly rate charges unless repairs have to do with Time and Materials Services as stated in 3.1 on page 19 of this bid that are beyond the scope of Full Service Maintenance. Time and materials service applies to repairs required for unusual damages such as spilled beverages on computers, dropped laptops and other similar situations.**

**The Time and Material rate is set by the vendor(s) submitting this bid response as awarded. Circumstances for billing for repairs using a Times and Material rate is described within this IFB as indicated above. Billing for all parts (that are not part of the Full Service Maintenance repairs) needed to complete repairs cannot exceed 15% over the vendor's cost for parts and materials. NPS has the right to ask for copies of paid invoices of these vendor parts prior to making payment for repairs.**

Q2. The repair and maintenance of computer hardware and printers to include labor and parts for Category A, Category B and Category C (per inventory bid list) will be on an as needed basis for a period of approximately one year from the date of contract execution through August 31, 2012 and shall not exceed 25% of the contract total. Please explain what the 25% is referring to. Contract term 5

**A2. All Time and Materials labor costs and all related parts cannot exceed 25% over and above the executed contract total.**

Q3. Please verify that this is a twelve (12) month contract period and will run from an estimated September, 2011 to August 31, 2012. If read correctly the funds for July and August of 2012 are from the next fiscal year and need to be appropriated at that time. Is this correct?

**A3. Yes, this contract will cover from September 2011 through August 31, 2012. Any City of Newton contracts that crosses over to another fiscal year will be continued through the contract termination date as long as funds have been appropriated.**

Q4. If this is correct and the funds are not appropriated, then how will the repairs needed for the months of July and August 2012 be handled? This again refers to units from summer school, administration and loaned units to teachers which need service. Can one assume it will be time and materials as the failures or

service needs occurred inside the contract period? Please be specific as to the hourly rate one can charge and the percentage for parts needed.

**A4. This contract is for a twelve (12) month period and will be honored through its termination date if funds are appropriated and the contract is executed. Therefore there will not be a need for time and materials hours due to contract termination. In addition, please be reminded that it is the vendor that sets their hourly labor rate for the contract year with their bid response.**

Q5. Again, if this is correct, how and when will the City of Newton notify winning bidders that the funds were not secured for July and August 2012?

**A5. See A4.**

Q6. There is no provision in the contract for replacing units that are classified as "vintage", that is no longer supported by the manufacturer. Will newton simply remove from inventory any that are not repairable? If not and it is the winning bidders responsibility to repair or replace, what is the procedure in the case where a unit is to old or no parts are available to repair a unit? This was noted in last years addendum but does not appear in this year's contract?

**A6. All equipment covered under the Full Service Maintenance contract must either be repaired by the awarded vendor(s) or replaced by the vendor(s) with a comparable device of equivalent performance from the same manufacturer. If the repair is a Time and Material incident, the bidder must notify NPS prior to the repair effort that the repair cost warrants replacement of the equipment rather than repair. Please note that most computer equipment purchased by NPS comes with a three (3) year manufacturer's warranty and therefore if under warranty will not be part of this Full Service Maintenance contract but would be handled as a warranty repair.**

Q7. If the service provider is to repair or replace, are there specific units that must be replaced with identical units and types not just equivalent? Can a Dell be substituted for a Lenovo or a Toshiba for a Macbook. Please provide a specific list of what is acceptable if any of the following need to be replaced for any reason. IBM R51 IBM R60 Dell Latitudes HP D530 MT E5300 Proliant ML350 Proliant 530 Proliant 370 Proliant 380 HP DC5000 Ibook 800 Ibook 900 Ibook g4 G4 Titanium G4 Desktop Imac 17<sup>2</sup> Emac 1.0ghz Imac g5 Laserjet 8150 Laserjet 1200 Laserjet 1300 Laserjet 3000.

**A7. Please see A6 above that equipment must be replaced by comparable models from the same equipment manufacturer.**

Q8. Please define the following terms: Full Service Labor Maintenance. This term is not defined in the bid. Should one assume this means all labor outside of what is defined in the <sup>3</sup>Time and Materials service<sup>2</sup> section. Would this cover all labor as defined in the Full Service Maintenance section of the contract, which is above and beyond the scope of the <sup>3</sup>Full service Maintenance<sup>2</sup>.

**A8. Full Service Maintenance includes time sensitive repairs to keep all equipment listed within the appropriate category functional and in good working order. The only exceptions are those described in the Time and Materials section. As stated in A1. above "Time and Materials service applies to repairs required for unusual damages such as spilled beverages on computers, dropped laptops and other similar situations". For these types of repairs a quote must be submitted and approved prior to any work being done.**

Q9. Estimated annual Parts This terminology is not defined in the contract and seems to imply that this is a limit on the parts that are billable to NPS related to the scope of the contract and is to cover the parts related to the <sup>3</sup>Full service labor maintenance<sup>2</sup>. Does the vendor have to get approval before the repair is made or are there going to be set prices? But on page 2 you define this contract as including parts and labor? Please explain and define what is included and what is not.

**A9. All parts used for Full Service Maintenance repairs are the vendor(s) responsibility. All parts for Time and Materials repairs must be included in a quote and if approved can be billed to NPS at no more than 15% over the vendor cost.**

Q10. For units that fall in the time and material category, what is the expected time from when a quote is submitted to the time approval for the repair is given?

**A10. Typically, NPS will authorize Time and Materials repairs within 48 hours of receiving a repair quote. All labor and routine parts required for Time and Material repairs can be billed to NPS upon the completion of the repair.**

Q11. Are any and all batteries needed covered in the contract under Time and Materials? Will the successful bidder say for the PC's provide any and all batteries needed for that group.

**A11. Yes, batteries can be covered under Time and Material repair quotes but do not have to be purchased exclusively from the awarded vendor(s). NPS can buy and install parts such as batteries, power cords and memory, etc. from other vendors if it is more cost effective to do so.**

Q12. Does the printer Time and Materials cover toners in its appropriate funding for parts and will that bidder also provide any and all toners needed?

**A12. Toners can be provided by the Full Service Maintenance printer vendor if approved and the existing repair calls for it. Toners for our district's printers general use will be covered under a separate public bid or through a request for quote process and is not a part of this contract.**

Q13. In the event that these questions lead to additional questions, but not new questions outside these, is there a forum of mechanism to get those questions resolved or clarified before the bid opening, as the follow-up questions will be outside the August 5th deadline.

**A13. No, this will be the only opportunity to ask questions before all bids must be submitted by August 18<sup>th</sup>, 2011. It is our expectation that the answers provided within this addendum will answer all questions.**

Q14. Lastly, if a cover sheet was provided with a single price for all three parts combined, with appropriate listings of total for category A+B+C and an hourly rate times the total hours estimated by Newton, along with a total of the three annual parts listings, would it be considered with no penalty or will bidder be excluded from the bid?

**A14. No, a bidder would not be excluded from the bid as long as it is clearly stated how much is being bid for each category. A discounted grand total for all three categories can be included but may not necessarily impact the award by category to the lowest, responsive and responsible bidder.**

Q15. Page 3 article 1 section 2.2

There is a short time period between the date to submit questions and the date the bidders will receive NPS answers. The IFB due date is August 11<sup>th</sup> at 9:30am. Bidders may expect NPS answers on Friday Aug 5<sup>th</sup> or Monday August 8<sup>th</sup>. Most bidders will need to ship their response to NPS on Tuesday August 9<sup>th</sup>. We respectfully request a 7 day extension to the current IFB due date in order to adjust our response based on NPS answers.

**A15. Yes, addenda #1 was posted on August 9, 2011 extending the bid response date from August 11<sup>th</sup> to August 18<sup>th</sup>, 2011. This additional week will allow bidders to review all answers prior to submitting their bids. This addendum #2 will be posted the week of August 8<sup>th</sup> – 12<sup>th</sup>. IMPORTANT: both addendas #1 and #2 MUST be acknowledged in your bid response submission or bidder(s) may be deemed non-responsive.**

Q16. Page 6 Bid Form section C

Does NPS plan to award all three equipment categories to a single contractor?

**A16. No, we plan on awarding to the lowest, responsive, responsible bidder(s) by category. If one vendor is lowest responsive and responsible bidder in all three categories then this contract can be awarded to one vendor.**

Q17. Page 11 section 2.1

IFB page 6 provides a bid form for pricing that requires a single monthly price for all equipment in each category. Page 11 section 2.1 indicates that the pricing is an annual fixed price.

Does NPS desire monthly pricing for each unit?

If not, please describe the process by which the annual fixed price for a category will be adjusted as units are added or deleted from the list of equipment that requires support?

**A17. The monthly price will be fixed for twelve (12) months for the entire bid list inventory within a category. The contract will be executed for the annual total of this fixed monthly bid price multiplied by twelve (12) months. Even as the inventory is modified through the year there will not be a change in the contract. For example, as new equipment is added to the inventory typically purchased with a 3 year manufacturer's warranty, they may be replacing older inventory covered under the Full Service Maintenance contract. If replacing older equipment, this will decrease the equipment bid list inventory that was originally listed under coverage.**

Q18. Page 11 section 2.1.1

In order to develop proper staffing plans, please provide an estimate of the number of services calls that will be requested of the contractor for the weekly classroom services.

What is the NPS desired time frame for all weekly requested services to be completed?

**A18. Historically, the number of service requests for all three categories averages 35 service calls per week. The allocation among categories is estimated at:**

**Category A - 23 calls for MAC computers per week**

**Category B - 10 calls for PC computers per week**

**Category C - 2 calls for printers per week**

**Many of these repair problems can be identified at the time of the request and resolved over the phone or upon immediate inspection.**

**The repair response timelines for all equipment is defined within the bid in section 2.0 on page 11. Many of these repairs are time sensitive and must be assessed and repaired within a reasonable amount of time due to the nature of the educational programs.**

Q19. Page 11 section 2.1.2

What days and hours of coverage are required for on call service for the administrative equipment?

**A19. Onsite repairs can be made Monday through Friday between the hours of 8:00 a.m. and 4:00 p.m. unless otherwise arranged and authorized by NPS staff.**

Q20. Page 11 section 2.1.3

In order to correctly develop contractor support cost and to provide NPS with the most effective price, we will need to understand which units are under warranty. For equipment under OEM warranty, please provide the following:

Warranty type; onsite repair or depot repair, does the warranty include OEM parts and labor?

Warranty terms; Days and hours of warranty service coverage, Response or part availability time frame

Warranty end date for each unit currently under warranty

**A20. Generally NPS purchases all computers with a three (3) year manufacturer's part and labor warranty. All equipment under warranty are not included in the bid inventory list until after the warranty expires.**

Q21. Page 11 section 2.1.4

Would NPS be willing to place service requests directly in our call management tracking system via an internet base web portal?

Would NPS allow contractor technicians to call the NPS TASC to close calls verbally?

**A21. No, as stated within this bid, the vendor(s) must use our TASC system to track all repairs. In addition, all TASC repairs will be tracked electronically and closed within the system by NPS once a repair has been successfully completed.**

Q22. Page 13 item 6

Is NPS requesting a one year warranty on equipment repairs?

**A22. All repairs must be successfully completed within the contract dates. For example: all computers or printers repaired under this contract(s) need to be operational through August 31, 2012.**

Q23. Page 34-105

Please provide the Category A, B, and C equipment in an Excel spreadsheet.

**A23. An Excel spreadsheet can be provided to the awarded vendor(s) at the time of the award.**

Q24. Page 6 Bid Form

Are bidders required to propose services and prices for all three categories?

**A24. No, any bidder can bid on one (1), two (2) or on all three (3) categories.**

Q25. Would the city of Newton consider a bid from two companies submitting a single bid proposal as partners whereby one company would support the Apple/MAC computers (Cat. A) and the other company the PC Computers and Printers (Cat. B & C)?

**A25.** The City will award only one contract to a single legal business entity per winning bid proposal. While the City reserves the right to award multiple contracts on this Invitation for Bid, the City will contract with only one vendor per each winning bid.

All other terms and conditions of this bid remain unchanged.

**PLEASE ENSURE THAT YOU ACKNOWLEDGE THIS ADDENDUM ON YOUR BID FORM.**

Thank you.

A handwritten signature in black ink, reading "Rositha Durham". The signature is written in a cursive, flowing style.

Rositha Durham  
*Chief Procurement Officer*